

Listing of Claims:

1. (Currently Amended) A technical support system comprising:

a service information portal section which provides web pages as ~~an~~ information input and output ~~interface~~ interfaces;

5 a knowledge base section which stores various claim reports and solutions ~~answered by engineers with respect~~ which correspond to the claim reports and which are provided by engineers; and

a claim handling section which searches said knowledge base section for solutions which match a claim content input to a
10 client web page;

wherein said claim handling section is configured to perform:

an ordinary search of collecting the claim reports from said knowledge base section based on product information, which
15 includes at least a product model and an identification of a problem and which is input as the claim content, and

an extended search of (i) extracting predetermined items of claim definition information, each in a standard term, from claim details ~~of a natural language form~~ input as the claim
20 content in a format substantially similar to natural language, by referring to ~~[[a]]~~ at least one synonym table which converts ~~synonym~~ synonymous terms having ~~the~~ a same technical meaning into the ~~single~~ standard term, and (ii) then deriving a reduced number

25 of solution candidates, based on a combination of the extracted
items of claim definition information, ~~items~~ from the claim
reports obtained in the ordinary search.

2. (Currently Amended) The technical support system
according to claim 1, wherein said claim handling section is
configured to check for a missing item of the product information
based on the extracted items of claim definition information
5 ~~obtained in the standard term in said extended search~~, and to
fill ~~out~~ in the missing item of the product information with the
standard term for the corresponding item of claim definition
information.

3. (Currently Amended) The technical support system
according to claim 2, wherein said claim handling section is
configured to check for an error item of the product information
based on the extracted items of claim definition information
5 ~~obtained in the standard term in said extended search~~, and
requires confirmation as to whether ~~or not~~ the product
information is correct, when the claim definition information is
inconsistent with ~~a content of~~ the product information.

4. (Currently Amended) The technical support system
according to claim 1, wherein said claim handling section is

configured to check for an error item of the product information based on the extracted items of claim definition information
5 ~~obtained in the standard term in said extended search~~, and requires confirmation as to whether ~~or not~~ the product information is correct, when the claim definition information is inconsistent with ~~a content of~~ the product information.

5. (Currently Amended) The technical support system according to claim 1, wherein said ~~claim handling section includes a~~ at least one synonym table comprises a synonym table which is referred to in the extended search to convert synonymous terms indicative of a problem into a single standard term.

6. (Currently Amended) The technical support system according to claim 1, wherein said ~~claim handling section includes a~~ at least one synonym table comprises a synonym table which is referred to in the extended search to convert synonymous
5 terms indicative of a unit corresponding to a problem occurring position into a single standard term.

7. (Currently Amended) The technical support system according to claim 1, wherein said ~~claim handling section includes a~~ at least one synonym table comprises a synonym table which is referred to in the extended search to convert synonymous

5 terms indicative of a cause of a problem into a single standard term.

8. (Currently Amended) The technical support system according to claim 1, wherein said ~~claim handling section includes a~~ at least one synonym table comprises a synonym table which is referred to in the extended search shown to convert
5 synonymous terms indicative of a treatment for a problem into a single standard term.

9. (Currently Amended) A recording medium with a program recorded thereon for a technical support system server ~~which includes comprising~~ a service information portal section which provides web pages as ~~an~~ information input and output ~~interface~~
5 interfaces, a knowledge base section which stores various claim reports and solutions ~~answered by engineers with respect which~~ correspond to the claim reports and which are provided by engineers, and a claim handling section which searches said knowledge base section for solutions which match a claim content
10 input to a client web page, said program being ~~arranged for causing~~ executable to cause said claim handling section to perform:

an ordinary search of collecting the claim reports from said knowledge base section based on product information, which

15 includes at least a product model and an identification of a
problem and which is input as the claim content, and
an extended search of (i) extracting predetermined
items of claim definition information, each in a standard term,
from claim details ~~of a natural language form~~ input as the claim
20 content in a format substantially similar to natural language, by
referring to [[a]] at least one synonym table which converts
~~synonym~~ synonymous terms having ~~the~~ a same technical meaning into
the ~~single~~ standard term, and (ii) then deriving a reduced number
of solution candidates, based on a combination of the extracted
25 items of claim definition information, ~~items~~ from the claim
reports obtained in the ordinary search.

10. (Currently Amended) The recording medium according to
claim 9, wherein said program is ~~arranged for causing~~ executable
to cause said claim handling section to check for a missing item
of the product information based on the extracted items of claim
5 definition information ~~obtained in the standard term in said~~
~~extended search~~, and to fill out in the missing item of the
product information with the standard term for the corresponding
item of claim definition information.

11. (Currently Amended) The recording medium according to
claim 9, wherein said program is ~~arranged for causing~~ executable

to cause said claim handling section to check for an error item of the product information based on the extracted items of claim definition information ~~obtained in the standard term in said~~
5 ~~extended search~~, and requires confirmation as to whether ~~or not~~ the product information is correct, when the claim definition information is inconsistent with ~~a content of~~ the product information.

12. (Currently Amended) A technical support method using a knowledge base section which stores various claim reports and solutions ~~answered by engineers with respect~~ which correspond to the claim reports and which are provided by engineers, said
5 method comprising:

performing an ordinary search ~~step of~~ by collecting claim reports;

~~a step of~~ extracting predetermined items of claim definition information, each in a standard term, from claim ~~of a details~~
10 input as claim content in a format substantially similar to natural language ~~form input as the claim content~~ by referring to [[a]] at least one synonym table which converts ~~synonym~~ synonymous terms having ~~the~~ a same technical meaning into the ~~single~~ standard term; and

15 performing an extended search ~~step of~~ by deriving a reduced number of solution candidates, based on a combination of the

extracted items of claim definition information, ~~items~~ from the claim reports obtained in the ordinary search.

13. (Currently Amended) The technical support method according to claim 12, further comprising:

~~a step of~~ checking for a missing item of the product information based on the extracted items of claim definition information ~~obtained in the standard term in said extended~~
5 ~~search;~~ and

~~a step of~~ filling ~~out~~ in the missing item of the product information with the standard term for the corresponding item of claim definition information.

14. (Currently Amended) The technical support method according to claim 12, further comprising:

~~a step of~~ checking for an error item of the product information based on the extracted items of claim definition information ~~obtained in the standard term in said extended~~
5 ~~search;~~ and

~~a step of~~ requiring confirmation as to whether ~~or not~~ the product information is correct when the claim definition information is inconsistent with ~~a content of~~ the product
10 information.